

CALNET II RFP DGS-2053
Question and Answer Set #13
August 31, 2005

1. In the release of Amendment 12, it appears that the PDF versions of the RFP have a security restriction that prohibits "cutting & pasting" of the information contained in the files into any other format. This presents a challenge to vendors who are creating internal workbooks as part of the process of successfully responding to all of the requirements within the RFP. Would the state release the currently restricted PDF versions as Microsoft Word or in a less-restricted PDF document?

Answer: Each of the .pdf sections that require a response from the Bidders is also provided on the RFP web page in MS Word or MS Excel format. There is no need to provide the sections that don't require a response from the Bidders in any format other than .pdf. Please be specific about any other files that you feel need to be available in another format and provide a reason for your request.

2. In Amendment 12 of the RFP, Section 8.3.3, Bullet 3, p.8-5, it states that Bidders are to address all Section 6 requirements in the Conceptual Proposal, and in Section 5.25, p.5-15, the RFP seems to state the same. However, in Figure 8-1, p.8-13, under the "Conceptual Proposal" heading, the Section 6 items are not checked, apparently indicating that we are not to provide responses to those items in the Conceptual Proposal. Could you please clarify?

Answer: The State expects Bidders to provide at least an overview of their technical solution in their Conceptual Proposal. In order to receive the most accurate feedback from the State to the Conceptual Proposals, Bidders should provide as much information as they can about their technical solutions to the specific Requirements detailed in Section 6. RFP sections 5.25, 8.3 and Figure 8.1 will be modified with Addendum #14.

3. Per instruction in Section 5.25 Conceptual Proposal Requirements. It states "Bidders must submit the following in their Conceptual Proposal for each Module(s) Bid:" The 10 questions/requirements are the same for all modules. Question 2 has requirements that do not apply to all modules. Example: Requirement 2e "Ability and method to deliver required line-side services." Since line-side services are only required in Module 1 - Core Services, do the vendors insert statement "Not applicable to this module" or should the vendor remove the 2e requirement? If State wants the vendor to remove the statement, we request that the State send a list of questions and/or requirements specific to each module.

Answer: As you point out, not all of the requirements in Section 5.25 will apply to all of the Modules. This language will be clarified with the release of Addendum #14.

4. Module 1 and Module 2 are referred to as services for Core and Long Distance solutions; however, there is a request for ACD functionality which is either hardware or software provided. If a vendor can support all components of the network services except the ACD functionality will they be precluded from responding to those modules?

Answer: The ACD functionality in Modules 1 and 2 (RFP Sections 6.1.2.9 and 6.2.6.1 respectively) is designated as Mandatory-Optional (M-O). As described in Section 6.1.1.1 and 6.2.1.1, Mandatory-Optional services and features must be offered by the Bidder.

5. Each section asks if a vendor can provide the functionality requested. If we answer YES does each answer require back-up documentation?

Answer: Supporting documentation is not required. However, as described in RFP Section 8.3.4, the "Description" area is provided to allow Bidders to provide additional information and "If a Bidder wishes", they may utilize reference material to further describe their response.

6. May vendors present IP based functionality for call center solutions? For example, ACD and IVR solutions for Modules 1 and 2?

Answer: The State is soliciting IP based call center functionality in Module 3 only. Module 1 specifically requires a premise based solution and Module 2 requires a network based solution. IP solutions for call center services functionality will not be acceptable for Modules 1 or 2.

7. Specify which Module mandates a premise based, hosted, or network based solution and which solutions are mandatory-optional, again by Module.

Answer: RFP Section 6.1.2.9 in Module 1 (Locally Based ACD) specifically describes the need for a premise or central office based solution. RFP Section 6.2.6.1 in Module 2 (Network Based ACD) specifically describes the need for a network based solution. RFP Section 6.3.5.1 in Module 3 (IP Network Based ACD) describes the need for an IP network based solution. All of these RFP Sections are designated "(M-O)".

8. Regarding Executive Branch Agencies who have been preparing RFPs? Will CALNET I or CALNET II govern what they are working on or delay the release of their RFPs?

This question is being researched and a response will be provided in a future Q&A Set.

9. At the Forum you stated that the contact information for the vendors in attendance would be posted on the CALNET II Website. Any idea when the posting will take place?

A list of the attendees to the Vendor Forum will be posted no later than September 2.